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[Ayman Farahat](#), [Geoff Nunberg](#), [Francine Chen](#)

November 2002 **CIKM '02: Proceedings of the eleventh international conference on Information and knowledge management**

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[Loren Terveen](#), [Will Hill](#), [Brian Amento](#)

March 1999 **Transactions on Computer-Human Interaction (TOCHI)**, Volume 6 Issue 1

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